

**Inquiry Reasons
For 4/1/2012 - 7/1/2012**

Utility Type	Inquiry Reasons	No. of
Cellular		
	Billing	4
	Rates/Policies	3
	Service quality/repair	7
		Total 14
Competitive Local Exchange Carrier		
	Billing	4
	Rates/Policies	4
	Refusal to provide service	1
	Service quality/repair	11
	Slamming	1
		Total 21
Gas Distribution Companies		
	Billing	8
	Deposit	1
	Disconnection	10
	Rates/Policies	4
	Refusal to provide service	3
	Safety	1
	Service quality/repair	3
		Total 30
Intrastate Gas Pipeline Companies		
	Service quality/repair	1
		Total 1
Investor-Owned Electric Utilities		
	Billing	44

**Inquiry Reasons
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Utility Type	Inquiry Reasons	No. of
	Deposit	6
	Disconnection	59
	Line extension/upgrade charge	1
	Rates/Policies	39
	Refusal to provide service	21
	Safety	1
	Service quality/repair	17
		Total 188

Investor-Owned Water Companies

	Billing	10
	Disconnection	6
	Rates/Policies	1
	Refusal to provide service	3
	Service quality/repair	2
		Total 22

Local Exchange Carriers

	Billing	38
	Disconnection	7
	Line extension/upgrade charge	1
	Rates/Policies	18
	Refusal to provide service	6
	Safety	3
	Service quality/repair	64
		Total 137

Long Distance Carriers

	Billing	3
	Rates/Policies	1

**Inquiry Reasons
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Utility Type	Inquiry Reasons	No. of
	Slamming	2
		Total 6
Rural Electric Cooperative Corporation		
	Billing	10
	Deposit	3
	Disconnection	21
	Line extension/upgrade charge	1
	Rates/Policies	4
	Refusal to provide service	4
	Service quality/repair	7
		Total 50
Sewer Utilities		
	Billing	1
	Disconnection	1
		Total 2
Water Associations		
	Billing	2
	Refusal to provide service	1
	Service quality/repair	2
		Total 5
Water Districts		
	Billing	12
	Deposit	1
	Disconnection	4
	Line extension/upgrade charge	1
	Rates/Policies	11
	Refusal to provide service	6

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Utility Type	Inquiry Reasons	No. of
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	Service quality/repair	13
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	Total	48
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	Grand Total	524
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